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Continuous Improvement

IDA/DHS/DIA/AG Dependent Adult & Elder Abuse
Value Stream Mapping Event
Report Out

All About Bob

August 26 – August 30 2013

The Opportunity

Donna Harvey, Director
Iowa Department on Aging

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All About Bob

Kim

Facilitators: Marcia Tope , Lisa Michaelson **Team Leader**: Ruth Thompson

Members:

- Ruth Thompson, IDA
- Jone Staley, DHS
- Jason Geyer, DHS
- Wendy Dishman, DIA
- Geri Paul, DIA
- Lori DeVries, Customer
- Linda Hildreth, IDA
- Kim Cooper, IDA/LTCO
- Chantelle Smith, AG
- Celene Gogerty,

 Polk County Attorney Office

- Bob Welsh, Customer
- Cecelia Johnson, NEI 3A ADRC
- Aubury Krueger, Connections AAA

Scope

Cecelia

The purpose of this event is to map the current dependent adult and elder abuse processes for DHS, DIA, AG and IDA from the point contact about abuse is made to an agency to the point of resolution/services. This will identify opportunities for how the current system can better meet the needs of an elder abuse system.

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Objectives
Jone

1. Gain an understanding of each state department and other entities' role and responsibilities in dependent adult and elder abuse.

2. Identify gaps between the current dependent adult and elder abuse system and the needs of an elder abuse system.

3. Identify improvements that impact the abuse system but could require existing resources that cross agencies.

4. Identify improvements that impact the abuse system, but could require code or law changes.

5. Develop collaboration across agencies in order to create efficiencies and effectiveness in the abuse system.

6. Develop recommendations and an action plan for improvement.

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Why Map the Value Stream?

Lori

- Value Stream Mapping is a method that assists a team in seeing and understanding the flow of both documents and information

- It delivers breakthrough opportunities across system processes that otherwise are difficult to see

- It helps you not only see waste and gaps, but more importantly the source of the waste

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Value Stream
Jason

What did we see?

Aubury

- Fragmented/complex system
- No single point of entry
- Too many referral points
- No elder abuse law
- No standardization between agencies
- Multi-Disciplinary team not consistently utilized
- Lack of awareness of elder abuse
- Confidentiality restrictions

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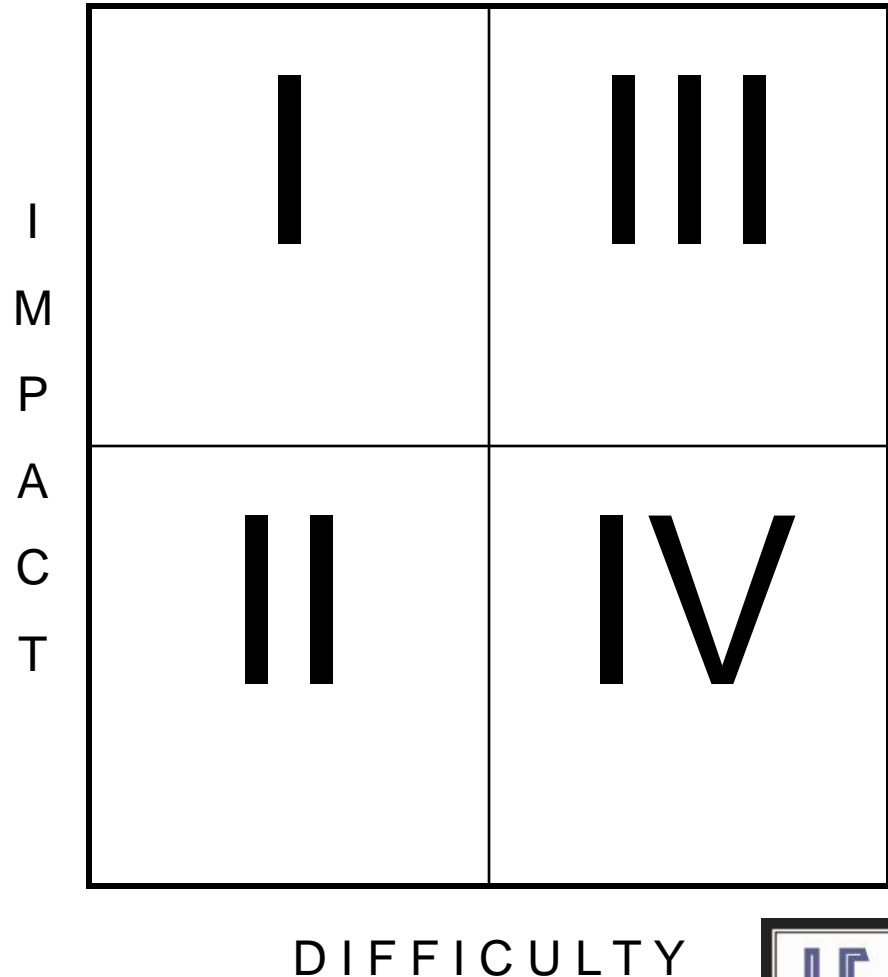Continuous Improvement

Brainstorming

Linda

- Cross training on each agencies' role in the abuse system
- Create elder abuse law
- Identify one agency to handle all adult abuse
- Reinstate OSDM
- Address financial exploitation
- Amend 235E for immediate placement on adult abuse registry
- Address confidentiality impediments

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De-selection Process

Celene

- Identifies
  - Impact to customer
  - Difficulty implementing

- Helps to rate/ rank solutions to resolve issues while identifying ease of implementation

Current Action Plan/Recommendations
Chantelle

Action Plan

Wendy

Category	Implementation/Communication Plan	Person Responsible	Due Date
Training	Implement cross-agency training on each agency's role within the abuse system	Jone	5/1/2014
Process Improvement	Determine whether DIA surveyors can make abuse determinations	Wendy	12/2/2013
Training	Develop a standard, mandatory training curriculum for mandatory & permissive reporters with discipline specific information, including detection	Linda	8/29/2014
Training	Educate & support judiciary regarding penalties, victims, & perpetrators	Chantelle	2/28/2014
Mediation	Develop mediation forum for victims & families that are at risk but not at "system" level	Linda	8/29/2014
Training	Outreach to younger generation (40-50 y/o) for inclusion in training about adult abuse	Geri	10/29/2013
Procecution	AG represent on all appeals	Chantelle	9/30/2013
Training	Develop a resources list / guide for county attorneys & law enforcement with local contacts and best practices	Celene	12/2/2013
Data	Centralized collection of research & data / Aging to maintain all stats	Linda	12/2/2013
Process Improvement	Develop protocols for financial institutions on reporting abuse	Chantelle	10/29/2013
Code	Identify confidentiality statutes that restrict sharing of abuse information	Wendy	10/29/2013
Code	Review & identify administrative rules and policies that impede elder safety / best interests	Geri/Jason	10/29/2013
Process	Identify ways to strengthen DAPAC (include elder abuse)	Jone/Linda	10/29/2013
Procecution	DIA develop process to send all intakes to county attorney	Geri	10/29/2013
recommendation	Write up recommendations for Centralization	Linda	9/11/2013

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Team Member Experience

Jason, Bob, Lori

**Jason Geyer, DHS
Lori DeVries, Customer
Bob Welsh, Customer**

Getting to Core Value

Traditional Car Rental Process

From gate to rental counter → Wait in line at rental counter → At counter → From counter to bus → Take bus to terminal → Locate car → Drive to exit
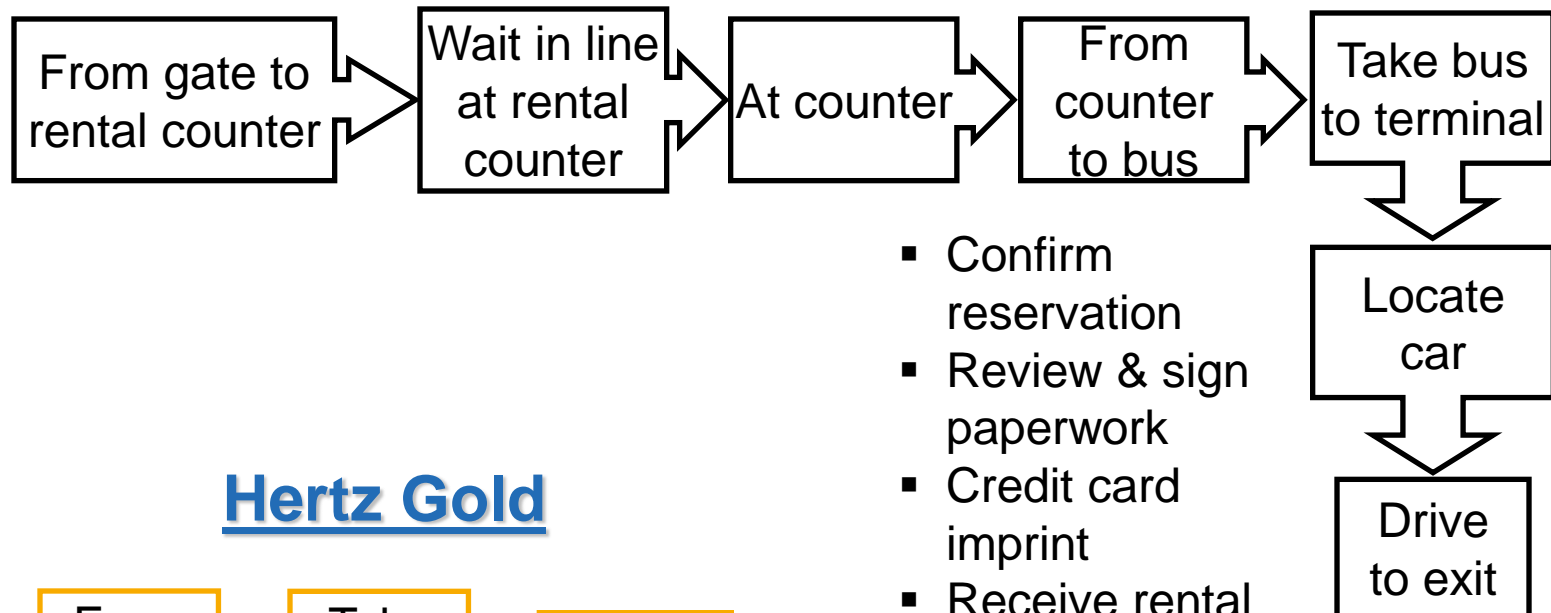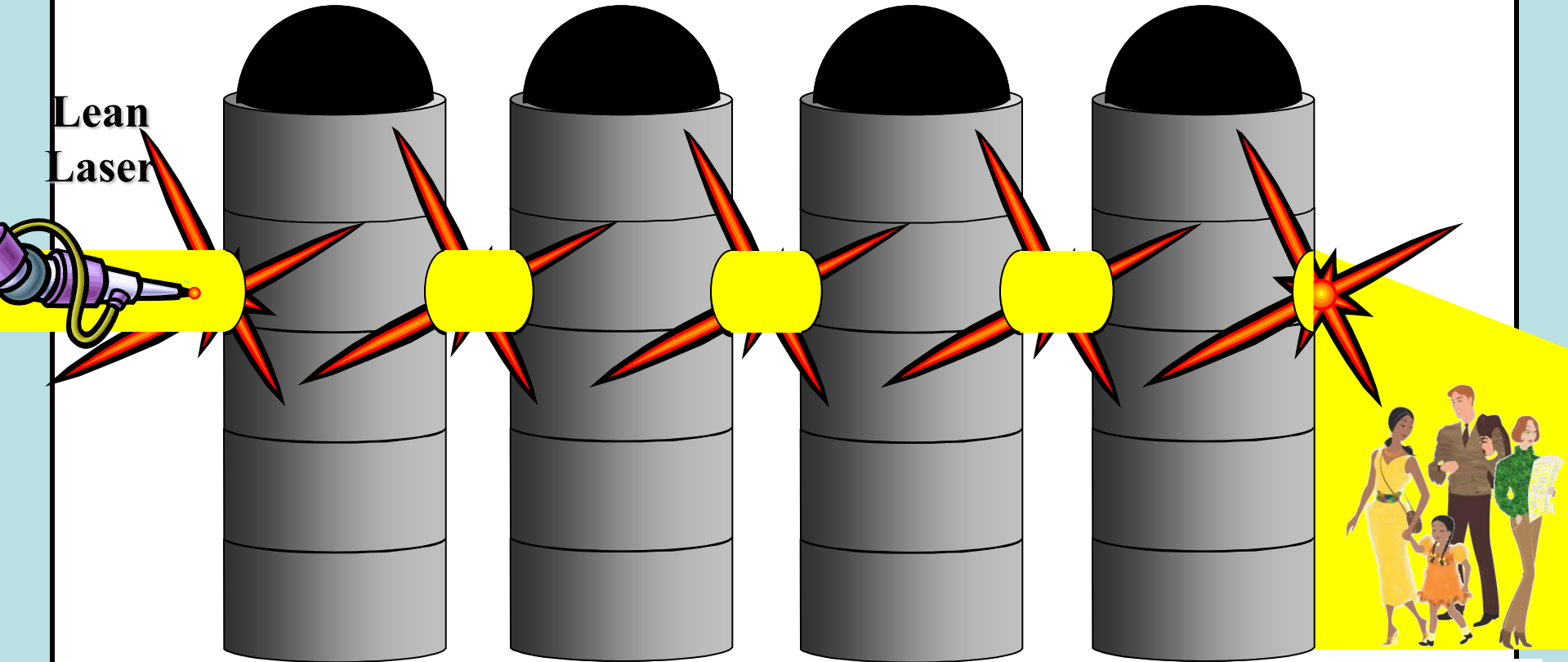
- Confirm reservation
- Review & sign paperwork
- Credit card imprint
- Receive rental contract
- Receive car assignment

Hertz Gold

From gate to bus → Take bus to car → Drive to exit

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Life In the Government Silo

Lean Laser

Comments

Marcia Tope, State Lean Coordinator
Department of Management

Lisa Michaelson, Quality Improvement
Department of Human Services

We welcome your questions and comments!